



Below are answers to frequently asked questions pertaining to Omnilert. If you do not find the necessary information here, please feel free to [Report an Issue](#), selecting category “Communications (Omnilert),” for assistance.

General information is available below, or you can skip to information specific to:

- [MOBILE](#)
- [EMAIL](#)
- [DESKTOP](#)

What is Omnilert?

Omnilert is an emergency notification system that allows simultaneous alerts to be distributed to employees using mobile device text messaging (SMS), email, and pop-up desktop workstation alerts. This system, implemented in January 2024, is used in addition to current agency protocols and in conjunction with existing audiovisual systems (i.e., wall mounted red boxes with strobe lights and intercom systems) installed within our Executive Branch buildings.

How do I create an Omnilert account?

No employee or agency action is required for account creation. The Personnel Cabinet creates and maintains accounts for eligible employees based on information housed in the Kentucky Human Resource Information System (KHRIS). It is updated daily to capture new hires and separations that have completed processing through KHRIS.

Who is eligible for an Omnilert account?

During this initial implementation phase, all Executive Branch employees are eligible except for the following: Property Valuation Administrators (PVA), Day Laborers, Unified Prosecutorial System (UPS), County Fees, State Active Duty, Contractors, Board Members, Co-ops, Scholarships Trainees, payroll only jobs, and seasonal firefighters.

How is Omnilert used?

The Personnel Cabinet manages employee accounts based on information housed in KHRIS. It is stored based on agency and the employee’s main/official work county as well as their home county. The Office of Homeland Security follows established protocol on how and when Omnilert is activated to send emergency and important alerts to employees, based on their main/official work county and home county.

Plans for use currently include, but may not be limited to, emergencies such as fire, tornado, bomb threats, active shooter events, and emergency/inclement weather closures.

Note: This messaging system enhances, but does not replace current agency protocols and is used in conjunction with existing audiovisual systems (i.e., wall mounted red boxes with strobe lights and intercom systems) installed within our Executive Branch buildings.

Why am I not receiving alerts?

There are a couple reasons you may not be receiving alerts. Are you eligible for an Omnilert account? See the response to “Who is eligible for an Omnilert Account?” above to confirm. If you are not eligible, you will not receive this additional notification; however, you will continue to receive standard communications.

If you are eligible:

- Do you have a mobile phone number entered in KHRIS Employee Self-Service (ESS)?
 - If not, enter it now within your Personal Profile and after the next update (occurs Monday- Friday around noon), it will be added to Omnilert.
 - If you do, it’s possible that you did not receive an alert because:
 - You do not live in and/or are not officially assigned to the work county where the event took place.
 - Issues with your service provider or plan: If you are not within service range, have a weak signal, or the mobile phone is not charged, it’s likely you will not receive an alert. Please move your phone to a location with a better signal and ensure it is charged in order to receive necessary alerts. Also, if your plan does not include messaging or only allows “mobile-to-mobile” texting, you may not be able to receive alerts. Omnilert alerts are considered “mobile-terminated” as they come from an online service and some plans may not support this type of messaging. This can especially be true with pre-paid cell phones.
- Do you have a work-issued email?
 - If not, you will not receive email alerts and should maintain your mobile phone number to continue to receive standard communications from your agency, outside of Omnilert.
 - If you do, be sure it is listed in KHRIS ESS. If not, contact your agency HR office to have it added.
- Do you have a work-issued computer?
 - If not, you will not receive desktop alerts and should maintain your mobile phone to continue to receive standard communications from your agency, outside of Omnilert.
 - If you do, notify your agency Human Resources (HR) office, who can contact the appropriate IT staff to have it installed.

What standard communications are used, outside of Omnilert?

In addition to any internal communication processes your agency may have, the Personnel Cabinet sends communications to Executive Branch employees with state email accounts and posts information on the Personnel Cabinet’s social media accounts. It is each agencies’ responsibility (through their HR office and management teams) to also disseminate that information internally, utilizing alternative means of communication such as phone trees and agency social media. The Personnel Cabinet and agencies attempt to ensure information is received by all employees in a timely manner, especially for those employees without work-issued email and any time communications are sent outside of core business hours.

Mobile Phone Alerts

Why am I receiving alerts on my mobile device?

As part of the Executive Branch Emergency Preparedness and Communication Plan, use of Omnilert was implemented in January 2024, for the purpose of providing emergency notifications to employees. Implementation included uploading employee mobile phone numbers and work-issued email addresses, as available.

How can I change the mobile phone number for my alerts?

You can update your mobile phone number in KHRIS ESS and it will automatically update within Omnilert on the next business day.

Is there a fee for receiving text message alerts on my mobile device?

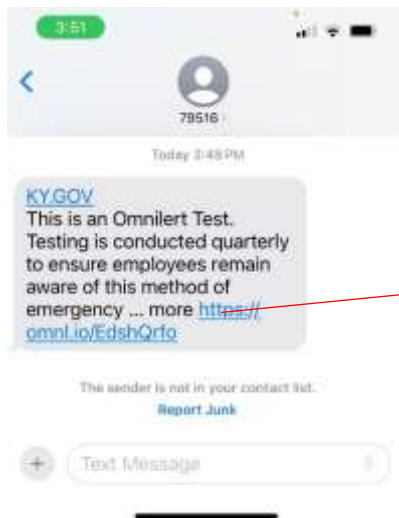
There is no fee charged by Omnilert; however, standard text and data rates may apply, based on your carrier and plan. Please check with your mobile service provider to determine what additional fees (if any) may apply.

What if I don't want to receive text message alerts?

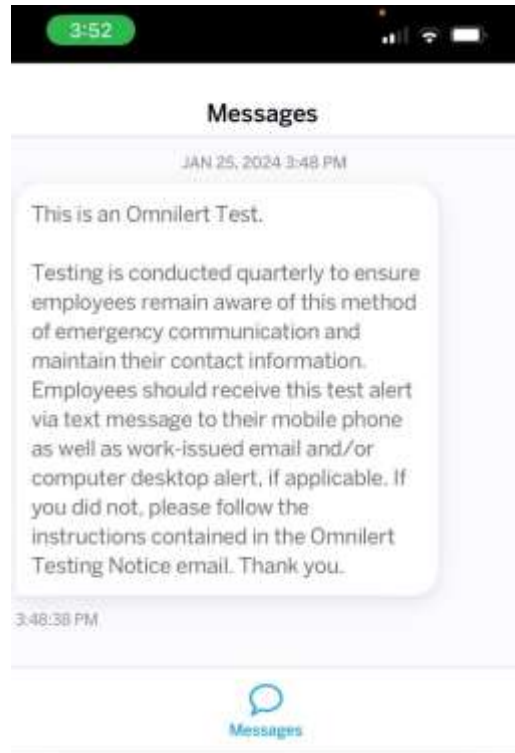
Aside from testing, text messages are generally sent for emergency, safety, or informational purposes only; therefore, the Personnel Cabinet advises against opting out. While participation via mobile phone number is voluntary, understand that if you do stop the receipt of text message alerts, you are actively choosing NOT to receive emergency and important alerts in the quickest and most direct method available. You will continue to receive alerts via work-issued email and desktop alerts, if applicable.

Still want to opt out? Simply reply STOP to the next message and you will be removed. In the future, if you update your mobile phone number in KHRIS ESS, you will be added back to receiving text message alerts, but can simply reply STOP again to be removed. Please do NOT remove your phone number from KHRIS ESS as this information could be needed for contact purposes by agency staff, such as your manager or human resources.

Example Text Message



Link opens to display full message.



Work Issued-Email Alerts

Why am I receiving email alerts?

As part of the Executive Branch Emergency Preparedness and Communication Plan, use of Omnilert was implemented in January 2024, for the purpose of providing emergency notifications to employees. Implementation included uploading employee mobile phone numbers and work-issued email addresses, as available.

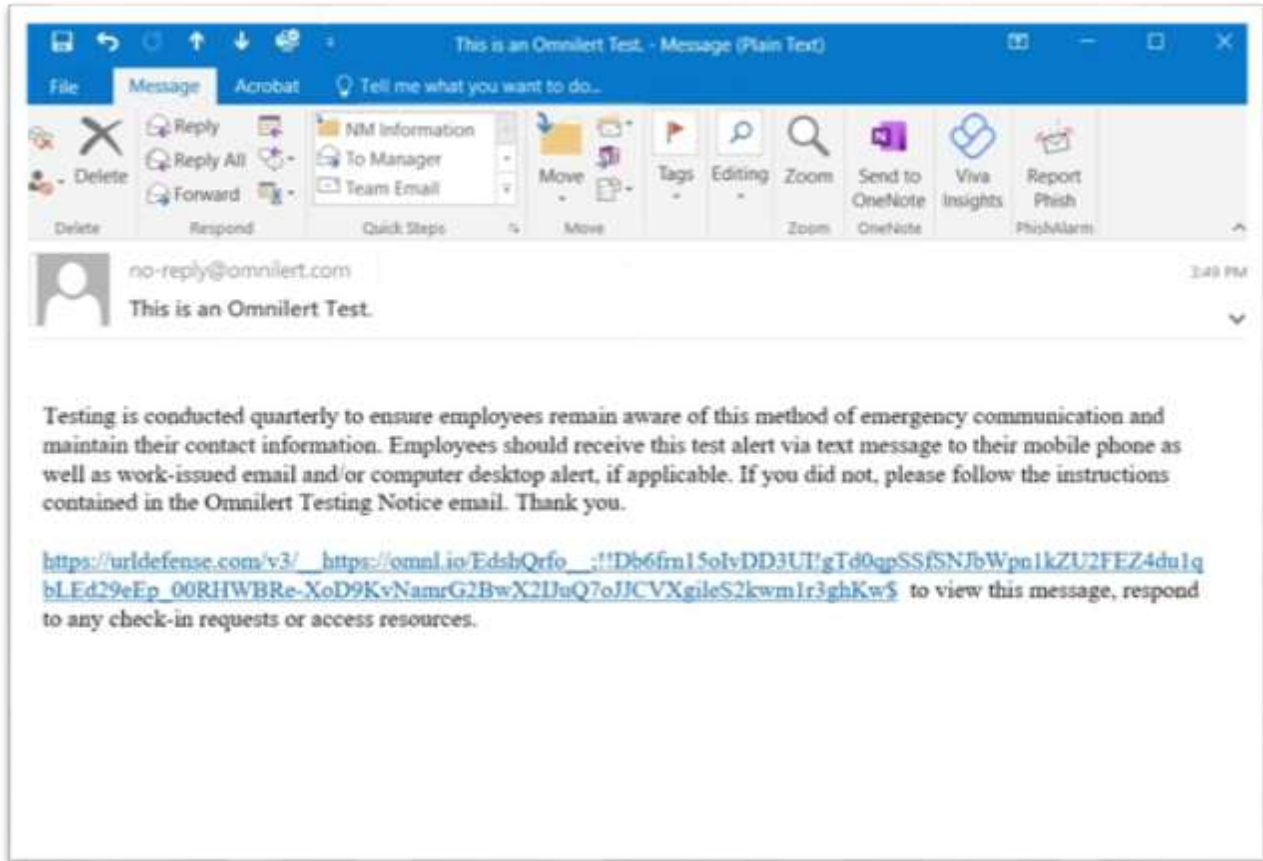
What if I don't want to receive email alerts?

Email alerts are only sent to work-issued email addresses stored in KHRIS. Employees are not permitted to unsubscribe from or block these work-related email communications.

How do I get email alerts?

Email alerts are only sent to work-issued email addresses. If you have a work-issued email, be sure it is listed within KHRIS ESS under Communications within your Personal Profile. If it is not, contact your agency HR office to have it added.

Example Email



Desktop Alerts

Why am I receiving messages/alerts on my computer desktop?

As part of the Executive Branch Emergency Preparedness and Communication Plan, use of Omnilert was implemented in January 2024, for the purpose of providing emergency notifications to employees. Implementation included uploading the desktop app to any work computers issued to eligible employees.

What if I don't want to receive desktop messages/alerts?

Omnilert is a standard application loaded on the work computers issued to eligible employees. Employees are not authorized to remove this application from work-issued devices.

How do I get desktop messages/alerts?

The Omnilert app must be installed on your work computer.

NOTE: There is currently a requirement to log into Omnilert daily, in order to receive messages/alerts; however, this will not be permanent. In the meantime, be sure to keep your personal access code to log in.

At implementation, an email will be sent to all current and account eligible employees, providing a personal access code.

- If your agency is managed by the Commonwealth Office of Technology (COT), you will also receive a link to [self-installation instructions](#).
- If your agency is NOT managed by COT, your agency IT department will provide additional guidance. (This includes: Military Affairs, Kentucky Public Pensions Authority, Secretary of State, Department of Agriculture, Treasury, Auditor of Public Accounts, and Department of Education)

After implementation, new account eligible employees, active in KHRIS, should be contacted by their IT department to complete installation. If you need assistance, feel free to reach out to your IT department at any time.

I have been prompted to log back into Omnilert, but don't have my personal access code.

Submit a ticket from the Personnel Cabinet's "[Report an Issue](#)" feature. Be sure to select category: Communications (Omnilert). This should not be a permanent requirement.

Do I have to leave my message window open on my screen?

No. If a message is sent, a notification will sound from your speakers, a preview will appear at the bottom right of your screen, and you can then reopen the window to view the entire message. If there is reason to send an emergency alert it will appear over your entire screen. It will be accompanied by an audible alarm, if your speakers are on.

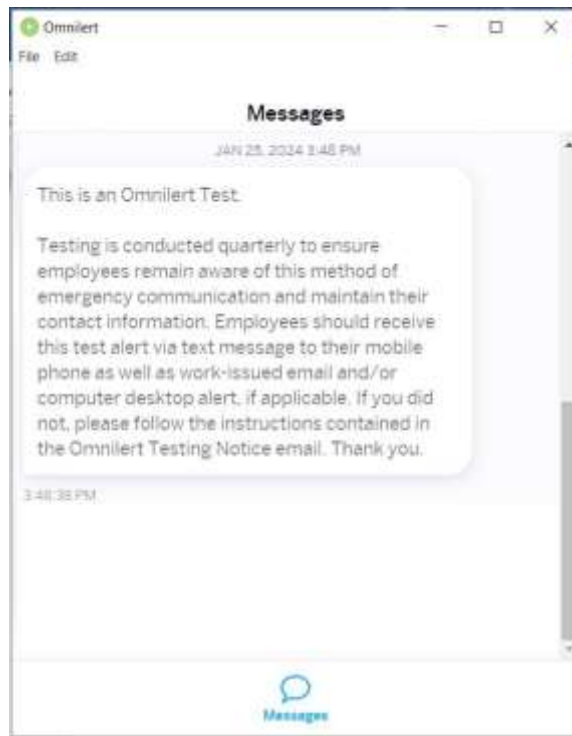
I closed my message window. How do I re-open it?

Select the upward expand arrow at the bottom right corner of your screen, to view available app icons. Simply select the Omnilert icon and the message window will reappear.



Example Desktop Message

Regular Message Window



I've received a full screen desktop alert. How do I close it?

When an emergency alert is necessary, you may receive an alert that covers and takes over your entire computer screen. An alarm will accompany the alert. To silence the alarm and leave the message open, select the *Silence* button. Once you've read the alert and want to close it, select the *Acknowledge* button.

Example Desktop Alert

